



# AFMC CrossTell

HQ AFMC/IG, 4375 Chidlaw Rd Rm N101, Wright-Patterson AFB OH 45433-5006 DSN 787-4905



<http://afmc.wpafb.af.mil/organizations/HQ-AFMC/IG/>

July 1996

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## AFMC CrossTell

*Editor: Maj Eric Bjorn*

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*Lt Col John H. Gill  
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### Step-by-Step

We used a 5-step process to prepare for the QAFA. First, each individual at the center viewed the AFMC/COC quality video. Next, each organization at all levels identified their internal and external customers. Third, each organization's key indicators and processes were identified and were defined as "what each organization did to ensure a quality product for their customers". When we received the first copy of the proposed Assessment Guide from HQ AFMC, the real work began. Each local owner of an Assessment Guide assessed their MEAs using General Management's five questions while keeping the

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*by Eric Bjorn*

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forces soon to bring you a searchable, integrated list of best practices in AFMC. Stay tuned!

**T**he IG's presence on the WWW is a valuable tool to AFMC. There is no quicker or easier way for the IG to get the latest version of anything to the field than to post it on the web for your instant download. Don't

forget, as part of Quality Air Force, all organizations should constantly be seeking ways to improve. One such improvement the IG has made is improved information distribution and dissemination through use of the IG Home Page on the WWW.

## **Quality Assurance Evaluator Program Commander-Directed Inspection**

*Maj Floyd H. Baldwin*

Numerous audits, reviews, and inspections by various organizations (AFAA, AFIA, DoD IG, and command IGs) identified problems in the monitoring of contracted services. The increasing "out-sourcing" of support activities to contractors has elevated the importance of each center's Quality Assurance Evaluator Program (QAEP). The AFMC Commander recently expressed concerns related to the institutionalization and declining effectiveness of QAEPs. As a result, the AFMC/CC initiated a Commander-Directed Inspection (CDI) to determine the general status of QAEPs within the command.

**A** CDI is an unscheduled organization- or process-specific inspection tailored to the needs and expectations of the AFMC Commander. While it is an inspection, a CDI is ungraded and normally compliance

oriented. A field memo is provided to each organization involved, and the overall results are reported to the AFMC/CC who determines further action based on the IG's recommendation(s).

**T**he team's objective for this CDI was to determine the centers' compliance with AFM 64-108, *Service Contracts*. To accomplish this, the following areas were evaluated at three centers:

- Establishment and maintenance of a QAEP
- QAE training
- QAE responsibilities
- Operational contracting responsibilities
- Functional Area Chief (FAC) responsibilities

Functional personnel knowledge  
of QAE roles and responsibilities  
Contractor knowledge of QAE  
responsibilities

Additionally, the inspection team interviewed the following personnel: Directors or Deputy Directors of Contracting, Operational Contracting Chiefs, QAEP Coordinators (QAEP) and alternates (if assigned), Functional Area Chiefs (FACS), QAE Supervisors, QAEPs, Procuring Contracting Officers (PCOs), Administrative Contracting Officers (ACOs), and contractor personnel.

To complete the inspection, the CDI team also reviewed the following documentation of service contracts:

- |                         |                           |
|-------------------------|---------------------------|
| a. Surveillance Folders | e. QAE inspection Records |
| b. Surveillance Plans   | f. QAE Schedules          |
| c. Surveillance Logs    | g. Appointment Letters    |
| d. Appropriate AF Forms | h. Training Certificates  |

As a result of this inspection, the following observations were identified by the IG:

Centers across the command are in different stages of establishing a QAEP in compliance with AFM 64-108.

Centers which have had a QAEP in place for an extended period of time have a QAEP which is more effective than others.

Training programs across the centers are not standardized.

QAE responsibilities are generally understood by personnel. However, at all centers visited, some evidence of contractor surveillance being conducted by personnel without proper training and/or functional expertise exists.

Operational contracting activities are providing satisfactory support to key QAEP personnel.

Most FACS and supervisors are aware of QAEPs' responsibilities, but some were not completely aware of their own responsibilities IAW AFM 64-108.

Contractor personnel interviewed are aware of their corresponding QAEPs and QAE responsibilities.

**B**ased on the observations noted during this inspection, the AFMC/CC concurred with the IG's recommendation to direct a Special Interest Item (S11) on QAEPs. An S11 was established in Apr 96 on QAEPs. As part of the S11, the IG has provided each S11 monitor within the command an in-depth checklist to assist the centers in establishing an effective QAEP. We encourage each center to utilize this checklist to assess the status of their QAEP at the earliest opportunity. The checklist can be accessed from the IG Home page at

<http://afmc.wpafb.af.mil/organizations/HQ-AFMC/IG/>. Click on the 'Special Interest Items' button.

During the inspection, the CDI team also identified several benchmark candidates (BCs). These are good, successfully proven, and useful examples of processes or

## QUALITY ASSURANCE EVALUATOR PROGRAM BENCHMARK CANDIDATES

The Civil Engineering Group's mutual agreement with its customers to augment CE'S QAE manning. Approximately 27 laboratory personnel are trained as QAEs and now function to provide contractual surveillance for the CE Support Contract. (POC: 88 CEG/CECW, Jim Smith, DSN 787-7709).

QAEs use of Microsoft's Excel for random sample selections. The use of this program automates the random selection process used by QAEs. (POC: ASC/PKWO, JimDetter, DSN 787-6381 ).

Ms. Bradford, QAEP, developed a training video for use during initial QAE training. The concept of a training video may be an excellent training and motivational tool for use by other centers. (POC: AFDTC/PKCA, Bernice Bradford, QAEP, DSN 872-3075).

One QAE developed a spreadsheet to monitor contractor billing. This saved \$130,000 by tracking costs monthly to estimate contractor billing beforehand. (POC: 96 SVS/SVMF, Sheila Idigpio, DSN 872-2525).

AFDTC/PK meets with new commanders to review the QAEP to ensure the commanders understand the important role (hey play) in contract oversight. (POC: AFDTC/PK, Col Bradley Busch, DSN 872-4836).

Collocation of the Aerospace Ground Equipment (AGE), Precision Measurement Equipment Laboratory (PMEL), and Transient Alert contract administrator with the functional organizations. (POC: OO-ALC/PKO, Jenial Shakib, DSN 777-6884).

**Editor's Note:** If you have a "Benchmark Candidate," a "Lesson Learned," or would like to contribute an article to the CrossTell Newsletter, simply contact the HQ AFMC/IG CrossTell Editor, Maj Eric Bjorn, DSN 787-3684. E-mail address is [bjorneb@wpgate1.wpafb.af.mil](mailto:bjorneb@wpgate1.wpafb.af.mil).